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Note for Alfieri, Frank

From: Elfar, Deb
Date: Fri, Oct 13, 1995 5:30 PM
Subject: FW: Summary of V.Wear Lighter Report
To: Cardillo, Gerard; Gotti, Robert
Cc: Alfieri, Frank; Lauinger, Thomas; Marin, Wendy; Murphy, Virginia; Rush, Sonya

Gerard -- FYI.

Rob -- Re: your concerns on sending back the lighters, our consumer have been following these procedures for some time now on sending back lighters with no known issues from the post office. Often, when they write to Polyflame or other manufacturers, they send them a DOT/BOE approved mailer--sometimes postage-paid. The ones that were in the box from Polyflame that I went through were in DOT/BOE approved mailers. Gerard still has the box if you want to see it....deb

From: Gotti, Robert on Fri, Oct 13, 1995 3:02 PM
Subject: FW: Summary of V.Wear Lighter Report
To: Murphy, Virginia
Cc: Alfieri, Frank; Elfar, Deb; Lauinger, Thomas; Marin, Wendy; Rush, Sonya

Ginny,

Please see Erin's note regarding the V-wear lighter issues. I had asked her to provide me with detailed report of consumer comments for the past month and a half.

The report I received this morning is rather extensive (106 pages). However, it is easy to read. I'd be happy to make it available to you or anyone else who wants to take a look at it.

Bottom line is I think the only problem we may have is that our consumers may not know how to refill a lighter properly. In reading the comments I didn't see anything that was cause for alarm as most appear to be "consumer reported the lighter was defective or wouldn't ignite."

There were some consumers who claimed that they had refilled the lighters and that they still couldn't get them to light. I've forwarded the warranty instructions containing the manufacturer addresses to Sitel.

A policy statement regarding returning the lighters to the manufacturer will be issued to Sitel shortly.

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Let me know if anyone would like a copy of the more detailed report.

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